

Call 24 hours-a-day,  
7 days-a-week for free,  
confidential assistance.

*"I called BHS when my divorce  
was finalized."*

*"I called BHS because my son  
has a drug problem."*

*"I called BHS to simply ask  
questions about my company's  
program."*

*"I called BHS because I am a  
single mother."*

*"I called BHS when my uncle  
passed away."*

*"I called because I'm ready to  
address my eating disorder."*

*"I called because BHS is always  
there to help."*



## **Business Health Services**

*Solutions for a Healthier Workplace*

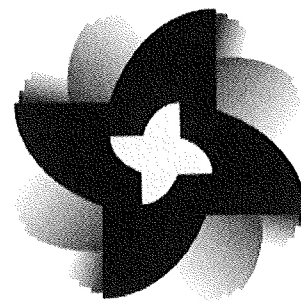
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(800) 327-2251

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[www.bhsonline.com](http://www.bhsonline.com)

## **Business Health Services**



# **Your Employee Assistance Program**

**A confidential counseling  
and referral program for  
employees and their  
family members**

## What is the EAP?

An EAP, or Employee Assistance Program, provides employees and their family members with free, confidential assistance to help with family, personal and work-related problems. The EAP offers short-term counseling services, resources and other problem-solving solutions to employees in need.

## Why do we have an EAP?

Everyone experiences personal problems occasionally. An EAP provides a convenient, confidential and cost-free way of effectively addressing such issues before they interfere with professional obligations and overall work performance.

## What kinds of problems does the EAP address?

**Crisis**  
**Family Issues**  
**Stress**  
**Emotional Well-being**  
**Relationships**  
**Substance Abuse**  
**Grief and Loss**  
**Work-related Concerns**

## What happens when I call?

Each caller is immediately connected to a BHS Care Coordinator. BHS Care Coordinators are licensed, Masters-level clinicians who assess the problem and guide the caller through the EAP process from initial call to case closure, ensuring the client is satisfied and connected to the appropriate resources.

## What happens in the EAP session?

A BHS accredited, licensed clinician gathers information, develops a customized plan for problem resolution and provides short-term counseling, problem-solving resources, outside referrals and follow-up services.

## Will the EAP counselor really keep my problems private?

YES! Respecting your privacy is important. BHS adheres to State and Federal regulations in providing confidential telephonic and face-to-face counseling. Only by providing written consent to your EAP counselor can information be released.

## Who pays for EAP services?

The EAP service is a benefit provided and paid for by your employer. All EAP services are therefore provided at no cost to you, the employee. Payment for resources beyond the scope of the EAP may be covered by health insurance. Your EAP counselor will help ensure that the cost of any additional or follow-up services remain within your financial limitations.

## How do I contact my EAP?

Contacting your EAP is as simple as picking up the phone. BHS counselors are available 24 hours-a-day, 7 days-a-week to provide confidential assistance for personal or work-related problems of any kind.

**1-800-327-2251**

**TTY Accessible**



**Language Line**